

DELAWARE TRANSIT CORPORATION

POSTING NO 059-2018

POSITION VACANCY POSTING

DATE OF POSTING November 20, 2017 CLOSING DATE November 27, 2017

METHOD OF APPLICATION: Employment Application

INTERESTED CANDIDATES MUST FILE FOR THIS POSITION BY SUBMITTING AN APPLICATION TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **November 27, 2017**.

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POSITION #: 1174 JOB CODE #: 096

POSITION TITLE Transportation Stores Representative

PAY GRADE 6 PAY RATE _____ PAY RANGE \$24,346. - \$30,433
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT New Castle County DEPARTMENT Finance
SECTION Transportation Stores

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CLASSIFICATION: FULL TIME X PART-TIME _____

CONTRACT: 8FR _____ 8DR _____ 32 _____ N/C X

SCHEDULED HOURS 7:45 AM – 4:45 PM SCHEDULED DAYS Monday- Friday

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SUMMARY OF POSITION:

The Transportation Store Representative is responsible for providing schedule and fare information; selling SEPTA and stored value cards, reconciling their cash register monies/paperwork; reconciling overages/shortages; providing refunds, redemption reports, entitlement coupons; and schedule replenishment.. The position reports to the Transportation Stores Supervisor.

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EQUAL OPPORTUNITY EMPLOYER
SEE PREFERRED QUALIFICATIONS ON SECOND PAGE

PREFERRED QUALIFICATIONS:

Please address each Preferred Qualifications separately.

1. Experience in Customer Service.

Applicant must detail all experience in customer service.

2. Experience in cash handling and cash register.

Applicant must detail all experience in cash handling and cash register.

3. Experience in applying general mathematical skills, schedules, and time tables.

Applicant must detail all experience in applying general mathematical skills, schedules, and time tables.

JOB DESCRIPTION: AVAILABLE ON-LINE AT **www.dartfirststate.com**

EQUAL OPPORTUNITY EMPLOYER

"Application must specifically address each Preferred Qualification"

DTC is an "Equal Opportunity Employer". Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

JOB APPLICATIONS ARE AVAILABLE ON-LINE AT: www.dartfirststate.com

Delaware Transit Corporation

May 3, 1996

February 3, 1997

Revised: 04/17/2000

Revised: 9/30/2004

Pay Grade: 6

Job Code: 096

Transportation Store Representative

Summary of Job: The Transportation Store Representative is responsible for providing schedule and fare information; selling SEPTA and stored value cards, reconciling their cash register monies/paperwork; reconciling overages/shortages; providing refunds, redemption reports, entitlement coupons; and schedule replenishment. The position reports to the Transportation Stores Supervisor.

Skills: Experience-based. The position draws on experience in the customer service field. Must have the ability to deliver information to the public in a readily understandable manner and be comfortable in handling monetary instruments. Specific experience-based skills include communication and attention to detail.

Skills: Knowledge-based. The Transportation Store Representative must have knowledge of general mathematical skills and a basic understanding of schedules and time tables.

Judgement and of Discretion: The Transportation Store Representative is seen as representing the Corporation through daily contacts with DART First State customers. Exercise of judgement is necessary in interpreting established guidelines and procedures when fielding questions from customers.

Complexity of Duties: The function is relatively straightforward with day-to-day operations governed by an established set of guidelines and procedures.

Supervision Received: The Transportation Store Representative operates under the general direction and through guidelines and procedures developed by the Transportation Stores Supervisor. Work is monitored on a spot check basis, as much of the work is performed at transportation store locations with no direct supervision.

Supervision Exercised: The Transportation Store Representative has no supervisory authority.

Scope and Impact: The position directly impacts revenues and the health of the organization by accurately collecting and reconciling monies, providing accurate fare and schedule information, and creating a positive interaction for DTC customers.

Job Description: Transportation Store Representative

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Job Contacts: The Transportation Store Representative position is seen as representing the corporation through customer contact. The incumbent interacts extensively with customers; interface with the general public, service agencies, and staff elsewhere in the support unit is also required. Contacts are largely informational; however, the element of problem solving may be required in directing contacts with the public.

Working Conditions: This position operates primarily in the transportation store environment; however, the incumbent can work in an office or money room environment as required. The workdays and hours are based on regular shifts, although subject to periodic exception in order to provide adequate staffing during all hours the stores are in operation. As a result, this position is expected to be available to work before or after normal business hours, and in any of DTC's transportation stores, and North District money rooms and Administration locations. Occasional weekend work may be required to cover for employees that are on vacation or to staff DTC special events.

	Essential Personnel Policy HR-075.01		FLSA
°	Level I		Exempt
	Level II	°	Non-Exempt